

From: Stephen Frost
To: Microsoft ATR
Date: 1/20/02 2:23am
Subject: Consultant/end user comments on your proposed settlement

<Nov. 16>

I'm a computer consultant. I believe a stripped-down, basic version of Windows should be required, for less cost than the bloated version. The OS is like a chassis upon which each user builds his or her software set that s/he needs to use to get work done.

Microsoft has always complicated things by putting in extra stuff to try to kill competitors and never has focused on stable, quality products. Internet Explorer in Windows 98 never had to be commingled with the operating system for technical reasons. They could have made it a removable component but purposely engineered it to be nearly impossible for the end user to remove. (It is possible. There's a product that does it called "98lite" [www.98lite.net]) In Windows XP, one can't (easily, if at all) remove Outlook Express, Windows Messenger, Media Player, nor Internet Explorer. When there are problems with these applications, they can't be solved by un- and reinstalling. This has always meant wiping everything off and starting a clean install from scratch in the past, and I don't see that changing. It's a major hassle and waste of time, and all of it is unnecessary. Microsoft only does it to shut out competitors. I cannot choose what to have on my own computer, nor can other users. We also can't buy a home PC from a major manufacturer without Windows already installed. None of this is being addressed.

The proposed settlement provides no punishment for all the damage MS has caused to the industry, and to customers. All my *personal* frustration with MS products, which I have no choice but to use for work, receive no redress in the DOJ settlement.

Sincerely,
Stephen Frost
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